

Who are we?

LM Motor Company Limited, a dealership acting as a credit broker in arranging finance for vehicle transactions.

Our address is: 19 Dean Street, Kilmarnock, KA3 1DY
Company Registration Number: SC668667

Are we authorised to arrange finance for you?

Yes, we are authorised and regulated for credit-broking activities by the Financial Conduct Authority ("FCA"). We are not a lender. Our FCA Firm Reference Number is 932569 . For more information, please visit the FCA website at: <https://register.fca.org.uk/>. Please note that business customers may not be protected under the Consumer Credit Act 1974 or FCA rules.

Do you have to pay for our service or do we receive any commission?

You do not have to pay us for our service.

However, a funder or broker we work with will pay us for introducing you to them. Different funders/brokers will pay us different amounts but it will typically be based on a fixed percentage of the amount borrowed. This percentage may vary according to different factors, for example: the amount of credit; the age or type of vehicle; the type of finance product; or the funder's assessment of the risk of lending. For your reassurance, we are not able to change the interest rate you pay in order to receive more commission from a particular broker or funder. Although rates and commissions may vary between our finance partners, our aim is always to secure finance from them which is appropriate to your circumstances and at the lowest interest rate available.

We are registered as a data controller with the Information Commissioner's Office under registration number ZA805103

What can you do if you wish to complain about our services or contact us?

If you wish to make a complaint, please contact us:

- * by writing to us at LM Motor Company, 19 Dean Street, Kilmarnock, KA3 1DY
- * by emailing; sales@lmmotorcompany.co.uk
- * by telephoning 01563 614121

If, after making a complaint to us you are still unhappy and feel the matter has not been resolved to your satisfaction, please contact the Financial Ombudsman Service - "FOS" – <http://www.financial-ombudsman.org.uk> . Please note that FOS may not be able to deal with complaints from business customers.